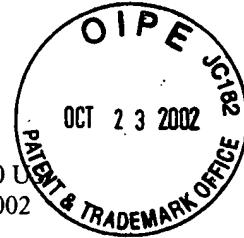


Attorney Docket No. FINL-005/00USExpress Mail Label Number:
Date of Deposit:EL 955494490 U
October 23, 2002**PATENT**

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231.

Date: October 23, 2002

By: Sherry Duncan Bitler
Sherry Duncan Bitler**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of Burgin et al.

Serial No.: 09/944,676

Examiner: [Not Yet Assigned]

Confirmation No.: 8505

Art Unit: 3713

Filed: 08/31/2001

For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Commissioner for Patents
Washington, D.C. 20231

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**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. §1.97(b)**

In accordance with the duty of disclosure set forth in 37 C.F.R. §1.56, Applicant(s) hereby submits the following information in conformance with 37 C.F.R. §§1.97 and 1.98.

- Pursuant to 37 C.F.R. §1.98, a copy of each document cited in the attached Form PTO/SB/08 is enclosed.
- No copies of the publications listed on the attached Form PTO/SB/08A are being provided pursuant to 37 C.F.R. §1.98(d) because the publications were previously cited by or submitted to the Office in prior Application Serial No. ___ to which the above-identified application claims priority under 35 U.S.C. §120.
- Publication(s) ___ listed on the attached Form PTO/SB/08A were cited in a foreign search or examination report corresponding to ___ application serial no. ___ and mailed on ___.

- Enclosed is a copy of a non-English publication(s) ___. Pursuant to §609 of the M.P.E.P., Applicant submits the attached foreign search or examination report, which cites such non-English language publication(s).
- Enclosed is a copy of a non-English publication(s) ___. English language publication __ (copy enclosed) claims priority from this non-English publication.
- Enclosed is an explanation of non-English publication(s) __ for which an English translation is not available.
- Enclosed is an English translation of non-English publication(s) __ cited in the attached Form PTO/SB/08A.
- Enclosed is a copy of patent Application Serial No. 60/281,637.

This Information Disclosure Statement is filed within any one of the following time periods:

- within three months from the filing date of this national application other than a CPA under 37 C.F.R. § 1.53(d);
- within three months from the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in this international application;
- before the mailing date of a first office action on the merits; or
- before the mailing of a first office action after the filing of a request for continued examination under 37 C.F.R. § 1.114.

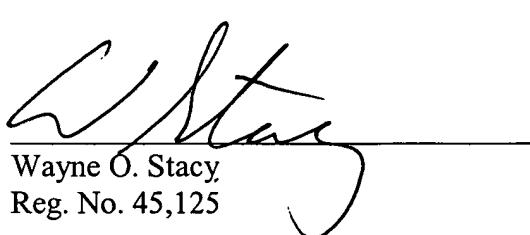
It is respectfully requested that the Examiner consider the above-noted information and return an initialed copy of the attached Form PTO/SB/08A to the undersigned.

Dated: October 22, 2002

Respectfully submitted,
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